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Product Overview

This document reviews features in each voice mail package. It also provides a Phone User Interface (TUI) instruction guide for easy reference on how to set up and use your voice mail feature.

Table 1 outlines the core features that are offered in the Cox Business Voice Mail system along with relevant default settings that each mailbox has at the time of installation.

**Table 1. Cox Business Voice Mail Standard Features and Settings**

<table>
<thead>
<tr>
<th>Category</th>
<th>Mailbox Package Types</th>
<th>Description</th>
<th>Values</th>
<th>Customer Editable?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Basic</td>
<td>This mailbox is provided to individuals and is not accessible by any other person. This is the most versatile and widely used mailbox.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Group</td>
<td>This mailbox can be accessed by a group of people who normally have common work responsibilities such as a help desk, billing inquiries, sales, etc. A group mailbox can have more than one phone number associated with it (Multi-Line) and anyone in the group can retrieve messages from it.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Extension</td>
<td>An extension mailbox is partitioned within a basic mailbox. A basic mailbox can support up to nine (9) sub-mailboxes or “group mailboxes”. Each group mailbox can be customized with an individual personal greeting and messages can be deposited into any group mailbox that are only retrievable by the person assigned to the group mailbox. Group mailbox capability enables the subscriber to have multiple business lines point to a single Voice Mail box. Additional charges will apply for each</td>
<td>Recorded Name is limited to eight (8) seconds. An “End of message warning” is played before 15 seconds. 99 total lines</td>
<td>Yes</td>
<td></td>
</tr>
</tbody>
</table>
### Basic Mailbox Package Characteristics

#### Key Mailbox Thresholds

<table>
<thead>
<tr>
<th>Description</th>
<th>Values</th>
<th>Customer Editable?</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Mailbox Size</strong></td>
<td>Maximum amount of voice messages that can be deposited in a mailbox (measured in megabytes)</td>
<td>45 mins</td>
</tr>
<tr>
<td><strong>Maximum Message Length</strong></td>
<td>Maximum message length per message</td>
<td>5 mins</td>
</tr>
<tr>
<td><strong>Greeting Length</strong></td>
<td>Maximum greeting length</td>
<td>3 mins</td>
</tr>
<tr>
<td><strong>Message Retention</strong></td>
<td>Number of days a saved message can be kept in the mailbox. Once this age has been reached, the message will automatically be deleted from the mailbox.</td>
<td>31 days</td>
</tr>
<tr>
<td><strong>Language Options</strong></td>
<td>A Voice Mail subscriber may select the language used by the Telephony User Interface (TUI) menu for their mailbox.</td>
<td>English or Spanish</td>
</tr>
</tbody>
</table>

#### Login Features

<table>
<thead>
<tr>
<th>Description</th>
<th>Values</th>
<th>Customer Editable?</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Fast Login</strong></td>
<td>Customers who call their mailbox from their business line will only be prompted to input their PIN to gain access.</td>
<td>Enabled by Default</td>
</tr>
<tr>
<td><strong>PIN Skip</strong></td>
<td>If enabled by the customer, when the customer calls voice mail from their business line, they will not be prompted to enter their mailbox ID or PIN and will be taken directly to their messages.</td>
<td>Off by Default</td>
</tr>
<tr>
<td><strong>Allowed Login Attempts</strong></td>
<td>Your account will be locked if you enter an incorrect PIN on the sixth (6th) attempt in an hour. Should this occur, your account will unlock automatically after one (1) hour or you may call Cox Business to have your account unlocked or your PIN reset.</td>
<td>6 Attempts; 60 mins Lockout</td>
</tr>
</tbody>
</table>
## Greetings

<table>
<thead>
<tr>
<th>Description</th>
<th>Values</th>
<th>Customer Editable?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of Greetings</td>
<td>5 Standard, 1 Additional if they enable group features. 6 total</td>
<td>No</td>
</tr>
<tr>
<td>Greeting Length</td>
<td>Maximum greeting length 3 mins</td>
<td>No</td>
</tr>
<tr>
<td>Custom Recording or Default Greeting Messages</td>
<td>You may record a custom greeting message or the system will provide a default greeting option greeting, e.g., “You have reached the mailbox of [recorded name]…”</td>
<td>Custom Recorded or System Default Yes</td>
</tr>
<tr>
<td>All Calls Greeting</td>
<td>The greeting that is used when no other greeting types are enabled. N/A</td>
<td>Yes</td>
</tr>
<tr>
<td>No Answer Greeting</td>
<td>When enabled, this greeting is only used when the line is not in use and goes unanswered. N/A</td>
<td>Yes</td>
</tr>
<tr>
<td>Busy Greeting</td>
<td>When enabled, this greeting is only used when the line is in use and busy. N/A</td>
<td>Yes</td>
</tr>
<tr>
<td>Out of Hours Greeting</td>
<td>When enabled, this greeting alerts callers that your business is closed and is played outside of your normal business hours/days. N/A</td>
<td>Yes</td>
</tr>
<tr>
<td>Extended Absence Greeting</td>
<td>When enabled, this greeting supersedes all other greetings. It is designed to alert callers that you will be unavailable for an extended period of time, e.g., vacation. You will have the option to select whether or not you want to allow callers to leave a message when the Extended Absence Greeting is activated. N/A</td>
<td>Yes</td>
</tr>
</tbody>
</table>

## Group Mailbox Characteristics

<table>
<thead>
<tr>
<th>Description</th>
<th>Values</th>
<th>Customer Editable?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Inbound Calls Greeting</td>
<td>When a Group mailbox is enabled, this greeting serves as the primary greeting to the mailbox. N/A</td>
<td>Yes</td>
</tr>
</tbody>
</table>
### Playback Options

<table>
<thead>
<tr>
<th>Description</th>
<th>Values</th>
<th>Customer Editable?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Play Message</td>
<td>N/A</td>
<td>Yes</td>
</tr>
<tr>
<td>Upon login, the system will automatically initiate the “Play” menu if new messages are present. You may replay, skip, delete, forward, or save a message.</td>
<td>N/A</td>
<td>Yes</td>
</tr>
<tr>
<td>Respond to a Message</td>
<td>N/A</td>
<td>Yes</td>
</tr>
<tr>
<td>You may respond to a Voice Mail message directly by electing to send a Voice Mail message or, where enabled, by having the Voice Mail system initiates a call to the person who left the message. (Long Distance (LD) calls will be charged using Cox Business LD rates.)</td>
<td>N/A</td>
<td>Yes</td>
</tr>
<tr>
<td>Forward a Message</td>
<td>N/A</td>
<td>Yes</td>
</tr>
<tr>
<td>You can forward a message to another mailbox on your system by pressing 4 or to an off-net number (where the called party can elect to hear the message).</td>
<td>N/A</td>
<td>Yes</td>
</tr>
<tr>
<td>Delete a Message</td>
<td>N/A</td>
<td>Yes</td>
</tr>
<tr>
<td>Messages can be removed from the mailbox by depressing 3. Deleted messages can be retrieved if this action is taken prior to hanging up.</td>
<td>N/A</td>
<td>Yes</td>
</tr>
<tr>
<td>Save Message</td>
<td>N/A</td>
<td>Yes</td>
</tr>
<tr>
<td>A saved message will remain in the mailbox until it reaches the maximum age (31 days) or you chose to delete it.</td>
<td>N/A</td>
<td>Yes</td>
</tr>
<tr>
<td>Delete Confirmation</td>
<td>Disabled by Default</td>
<td>Yes</td>
</tr>
<tr>
<td>When enabled, you will be asked to confirm your desire to delete a message before the system does so.</td>
<td>N/A</td>
<td>Yes</td>
</tr>
</tbody>
</table>
## Sending Messages

<table>
<thead>
<tr>
<th>Description</th>
<th>Values</th>
<th>Customer Editable?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Create and Send Message</td>
<td>N/A</td>
<td>Yes</td>
</tr>
<tr>
<td>Urgent / Confidential</td>
<td>N/A</td>
<td>Yes</td>
</tr>
</tbody>
</table>

### Description
- You may create a new voice message by depressing 2 and send it to another person on your system or to an off-net number (where enabled).
- You may set the Priority Option to "Urgent" or "Normal" and the Confidentiality option to "Confidential" or "Not-confidential".

## Distribution Lists

<table>
<thead>
<tr>
<th>Description</th>
<th>Values</th>
<th>Customer Editable?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Distribution Lists</td>
<td>Basic = 20</td>
<td>No</td>
</tr>
<tr>
<td></td>
<td>Deluxe = 50</td>
<td></td>
</tr>
<tr>
<td>List Settings</td>
<td>Basic = 15</td>
<td>No</td>
</tr>
<tr>
<td></td>
<td>Deluxe = 50</td>
<td></td>
</tr>
</tbody>
</table>

### Description
- You can create up to 20 (Basic) or 50 (Deluxe) named distribution lists that can be used to send the same message to several voice mail users simultaneously.
- Each distribution list can contain up to 15 (Basic) or 50 (Deluxe) entries each.

## Notifications

<table>
<thead>
<tr>
<th>Description</th>
<th>Values</th>
<th>Customer Editable?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Message Waiting Indicator (MWI)</td>
<td>N/A</td>
<td>No</td>
</tr>
<tr>
<td>Outdial Notification</td>
<td>N/A</td>
<td>Yes</td>
</tr>
</tbody>
</table>

### Description
- Stutter dial tone is activated when a new message is present. It is deactivated when the mailbox no longer has any unread messages.
- When a new message is deposited in your mailbox, the Voice Mail system will place a call to a number that you define in the system. When a system generated call is answered, you will be informed that you have a new message and you can choose to hear it.
<table>
<thead>
<tr>
<th>Description</th>
<th>Values</th>
<th>Customer Editable?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Paging Notification</td>
<td>When a new message is deposited in your mailbox, the Voice Mail system will place a call to your pager.</td>
<td>N/A</td>
</tr>
<tr>
<td>Email Notification</td>
<td>Via the MyAccount user interface or by calling Cox Business Customer Care. Available to Unified Messaging subscribers.</td>
<td>N/A</td>
</tr>
<tr>
<td>Scheduling</td>
<td>Notifications may be scheduled based on time of day and day of week.</td>
<td>N/A</td>
</tr>
</tbody>
</table>

**Extension Mailbox**

<table>
<thead>
<tr>
<th>Description</th>
<th>Values</th>
<th>Customer Editable?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Extension Mailbox</td>
<td>An extension mailbox can support up to nine (9) sub-mailboxes or “extension mailboxes”. Each extension mailbox can be customized with an individual personal greeting and messages can be deposited into an extension mailbox that are only retrievable by the person assigned to the extension mailbox.</td>
<td>Recorded Name” is limited to 8 seconds. End of message warning is played 15 seconds before end of recording.</td>
</tr>
<tr>
<td>Administration</td>
<td>Once enabled, you can add or delete extension mailboxes (up to 9) via the TUI menu option.</td>
<td>TUI: on/off All Other: Cox Administrators</td>
</tr>
<tr>
<td>Group Mailbox</td>
<td>Description</td>
<td>Values</td>
</tr>
<tr>
<td>--------------</td>
<td>-------------</td>
<td>--------</td>
</tr>
<tr>
<td></td>
<td>Group mailbox capability enables the subscriber to have multiple business lines point to a single Voice Mail box. By default, all Cox Business Voice Mail boxes will be capable of this function. Additional charges may apply for each additional line that is associated with the mailbox. Subscribers can have up to 16 phone numbers associated with a single line. Up to 99 secondary phone lines for each primary line.</td>
<td>99</td>
</tr>
<tr>
<td>Administration</td>
<td>To associate additional lines, you must call Cox Business to setup. When multiple lines are associated with a mailbox, the user experience and administration options change somewhat. The subscriber will be told which line a message was sent to, as well as they will have the ability to set different greetings for each line.</td>
<td>N/A</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Reminder Service</th>
<th>Description</th>
<th>Values</th>
<th>Customer Editable?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reminder Service</td>
<td>Reminder service allows you to set specific dates/times when the system will call a specified number.</td>
<td>N/A</td>
<td>Yes Basic – 5 Deluxe = 10 Maximum Length = 3 mins</td>
</tr>
<tr>
<td>Scheduling</td>
<td>The subscriber may schedule a reminder based on day and time.</td>
<td>N/A</td>
<td>Yes</td>
</tr>
</tbody>
</table>
**Snooze**

You may elect to use the snooze function, which acts just as an alarm clock and will call back again after a customer-defined period of time.

<table>
<thead>
<tr>
<th>Snooze</th>
<th>N/A</th>
<th>Yes</th>
</tr>
</thead>
</table>

---

*Cox Business Voice Mail Admin Guide*
Mailbox Setup

Once a mailbox is created for you, you can access your mailbox directly from your business phone. Here’s how.

1. Dial the Voice Mail access number or your business number from your business phone. **Result:** Enter the **PIN**. The default PIN is “COXCOM” (269266).
2. Select the language you prefer. Press 1 on your phone’s keypad for English or press 2 for Spanish.
3. Confirm your language selection. **Result:** A message that indicates your mailbox has not yet been initialized since the default PIN was used. You are prompted to enter a new PIN.
4. Re-enter the new **PIN** followed by the # sign and re-enter it to confirm.
5. Record your name.
6. Choose to accept the default system greeting for “All Calls” or record a custom greeting for “All Calls.”

**Note:** Should you need to discontinue this procedure before completing the above steps, you will need to restart the process from the beginning.

Once the initialization process is complete, you can log into your mailbox. After you log on, you are directed to the main menu.
Menu Map
The diagrams provide the details of the entire menu flow once you log into the Voice Mail system. The steps are described in subsequent sections of this document.

Figure 1. Phone User Interface Set Up Guide
How to Log into Your Cox Business Voice Mailbox

Use the following steps to log into your Cox Business Voice Mailbox.

1. Dial *298 on your office phone to connect directly to your voice mailbox. You are not required to enter the Mailbox ID number. However, you are asked to enter your PIN. Once the PIN is verified, you have access to your mailbox.

2. Dial the Voice Mail access number from your business phone.
   Result: Enter your PIN. Once the PIN is verified, you have access to your mailbox.

3. Dial your business number from another phone. If you allow the call go to Voice Mail, press *5 on your phone’s keypad.
   Result: Enter your mailbox ID and your mailbox PIN. Once the PIN is verified, you have access to your mailbox.

4. Dial the Voice Mail access number. (Note: When you are away from your office, you can dial the Cox Business Voice Mail access number that is provided in the Appendix).
   Result: Enter your mailbox ID and your mailbox PIN. Once the PIN is verified, you have access to your mailbox. Once the information is verified, you have access to your mailbox.

Fast Login and PIN Skip Settings

1. The fast login and PIN skip settings can be edited in the Login Options menu. Press Options 4 and 3 on your phone’s keypad to access the Login Options menu on the Main Menu.

2. Press Option 1 on the Login Options menu to change the PIN.

3. Enter your new PIN and re-enter it to confirm.
   Result: The Mailbox PIN is changed and you are returned to the Login Options Menu.

4. Fast login is enabled by default; therefore, you do not need to enter the Mailbox ID when you dial in from the business phone.

5. On the Login Options menu, press Option 2 to access the Fast Login setup. Choose from the following options: Press Option 1 for Fast Login setup. Press Option 2 to skip PIN settings. By default, Fast login is enabled on the Voice Mail system.
**Mailbox Login Process**

Dial the voicemail access number or just dial your own phone number from your business phone. Enter mailbox ID when prompted.

**Fast Login**

- **Fast Login Enabled** (Default)
- **Fast Login Disabled**

When dialing from a business phone, subscriber can just press the # key for mailbox ID.

Enter the PIN when prompted.

If mailbox ID or PIN entered is invalid or incorrect subscriber will be prompted to enter it again.

**Subscriber reaches his mailbox**

**NOTE:** In order to access voicemail remotely, subscriber should dial the voicemail access number from a remote phone and the behavior will be similar to when Fast Login is disabled.

### Disable Fast Login

If you want to disable the Fast Login feature to avoid entering the Mailbox number each time you log in to the mailbox, you need to disable it in the Login Options.

1. Press **Option 4** to access the **Login Options Menu** on the **Main Menu** and press **3** on the **Mailbox Settings Menu**.

2. Press **Option 2** to access the **Fast Login** options on the **Login Options Menu**.

3. Press **Option 1** to access the **Fast Login** settings menu on the **Fast Login Options** menu.

4. Press **Option 1** to change the current **Fast Login** setting. (By default, Fast Login is set to **ON**. Press **Option 1** to disable Fast Login).

5. Enter the **Mailbox number** and **PIN** to disconnect and login to the mailbox.
Enable PIN Skip

PIN Skip enables you to log into your mailbox without entering the mailbox PIN when you log in from your office phone. (Note: Fast Login must be enabled to support the PIN Skip function.)

1. Press Option 4 on your phone’s keypad to access the Login Options Menu from the Main Menu and press Option 3 on your phone keypad in the Mailbox Settings Menu.

2. Press Option 2 on the Login Options Menu to access the Fast Login options.

3. Press Option 2 on the Fast Login Options menu to access the PIN Skip settings menu.

4. Press Option 1 to change the current PIN skip setting. (By default, PIN skip is OFF. By pressing Option 1 it will enable PIN skip)

5. Disconnect and login to the mailbox. (Note: You are not required to enter the mailbox PIN.)
Main Menu
The Main Menu is the first menu you hear when you log into your Voice Mail service. It provides a summary of the messages that are in your mailbox followed by other options offered on the Voice Mail system.

The Main Menu provides options to perform the basic functions in the Voice Mail system. They are described in the table below.

Figure 3. Main Menu Options

<table>
<thead>
<tr>
<th>Main Menu Function Descriptions</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Function</strong></td>
</tr>
<tr>
<td>Get messages</td>
</tr>
<tr>
<td>Compose a new message</td>
</tr>
<tr>
<td>Customize the greetings</td>
</tr>
<tr>
<td>Modify the mailbox settings</td>
</tr>
<tr>
<td>Review and modify the outgoing messages</td>
</tr>
</tbody>
</table>
Global Keys
The Cox Business Voice Mail system also provides some global key options that you may find useful.

Figure 4. Global Keys Menu

<table>
<thead>
<tr>
<th>Key</th>
<th>Function</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Goes to the Main Menu</td>
</tr>
<tr>
<td>2</td>
<td>Goes to the previous menu</td>
</tr>
<tr>
<td>3</td>
<td>Erases an entry and allows to re-enter (PIN or a number)</td>
</tr>
<tr>
<td>4</td>
<td>Change Language Option</td>
</tr>
<tr>
<td>5</td>
<td>Login into a different mailbox</td>
</tr>
<tr>
<td>8</td>
<td>Make a Call</td>
</tr>
<tr>
<td>9</td>
<td>Disconnect the Call</td>
</tr>
<tr>
<td>8#</td>
<td>Pause at any point of time. It can be in between the menu or in between message recording. Subscriber can press any key to return back.</td>
</tr>
</tbody>
</table>
Get Messages Menu

Press **Option 1** on the **Main Menu** to access the **Get Messages Menu**. This sub-menu enables you to listen to your messages, reply to them, delete them, save them, or forward them. You can also play the message header, mark the message as new, and return to the previous message. **(Note:** You can select these options while the message is playing, but it will interrupt the message-play function.)

The **Get Messages Menu** plays messages and provides you with the following options for each message. Select and press a key on your keypad to initiate the corresponding action.

<table>
<thead>
<tr>
<th>If you want to…</th>
<th>Press this key on your keypad…</th>
</tr>
</thead>
<tbody>
<tr>
<td>Listen to the message</td>
<td>1</td>
</tr>
<tr>
<td>Respond to the message</td>
<td>2</td>
</tr>
<tr>
<td>Erase the message</td>
<td>3</td>
</tr>
<tr>
<td>Save the message</td>
<td>#</td>
</tr>
<tr>
<td>Forward the message <em>(Note: Messages marked as “Confidential” cannot be forwarded.)</em></td>
<td>4</td>
</tr>
<tr>
<td>Hear details about the sender and the time the message was received</td>
<td>5</td>
</tr>
<tr>
<td>Mark the message new</td>
<td>6</td>
</tr>
<tr>
<td>Return to the previous message</td>
<td>*7</td>
</tr>
</tbody>
</table>
On pressing 1 at Main Menu, the messages (first new then saved messages) will be played one by one in FIFO (Class of Service setting, LIFO can also be configured) order.

A complete message contains Message Header and Body.

Message header contains:
1. Message Sender Name/Number
2. Time at which message was sent

After listening to the message the subscriber is presented with the Get Messages menu. Please note all these options can be selected while the message is being played which will interrupt the message-play. Once a key press is selected, corresponding action will be initiated

While listening to the message:
- Rewind 4 seconds
- Fast Forward 4 seconds

Note: Each Menu is marked with the Level of Depth (e.g., L1, L2 etc.). This number indicates the number of menus subscriber should go through, before reaching that particular level.
Send Messages Menu
The Send Messages Menu is accessed by pressing Option 2 on the Main Menu and is used to send a new voice message. You can select (or not select) priority and confidentiality settings for each message. You can also use this menu to schedule the message for future delivery.

This menu also provides the option to add phone numbers of off-net (not on Acision platform) colleagues or customers. You can add and store multiple phone numbers, multiple distribution lists or a combination of phone numbers and distribution lists as the recipients.

You can also listen to the message you are going to send and re-record the message or cancel the message before you send it.

Figure 6.  Send Messages Menu

Common Menus
Message Recipient Addressing
This menu displays the steps required to add recipients to a message. You can add multiple phone numbers, multiple distribution lists, or a combination of phone numbers and distribution lists as the recipients.

Figure 7.  Message Recipient Menu
Message Recording

This menu displays the options you can use to record a message. You can also listen to the message you want to send, re-record it before you send, or cancel the message.

Figure 8. Message Recording Menu

<table>
<thead>
<tr>
<th>1</th>
<th>Send the message</th>
</tr>
</thead>
<tbody>
<tr>
<td>(Refer Delivery Settings Menu Details)</td>
<td></td>
</tr>
<tr>
<td>Recorded message is played and is taken to Message Recording Menu</td>
<td></td>
</tr>
<tr>
<td>Subscriber is prompted to record again and is taken to Message Recording Menu when done</td>
<td></td>
</tr>
<tr>
<td>Subscriber is prompted to continue recording and is taken to Message Recording Menu when done</td>
<td></td>
</tr>
<tr>
<td>Message recording and sending is cancelled. Subscriber taken back to the menu where he selected to send a message.</td>
<td></td>
</tr>
</tbody>
</table>

Subscriber records the message and presses # when finished. Following options are presented.

1. Proceed to delivery settings
2. Hear the message
3. Re-record the message
4. Continue recording
5. Cancel the message
Delivery Settings Menu

This menu helps you select the priority and confidentiality settings for the message you want to send. You can set a message as “Urgent,” “Confidential,” and/or require a “Return Receipt” notice. The recipient is notified that they have an “Urgent” or “Confidential” message when they access their mailbox; and are informed that the sender added a “Return Receipt” condition to the message.

**Note:** “Urgent” messages move to the top of the recipient’s inbox. A confidential message cannot be forwarded to any other number.

Figure 9. **Delivery Settings Menu**

- **Send the message with current settings**
- **Change Priority**
- **Change Confidentiality**
- **Change Return Receipt**
- **Future Delivery Schedule**
- **Hear current settings**

- Sends the message and taken back to the menu from where the subscriber selected to send the message.
- Toggles the current priority (Urgent/Non-Urgent) **Non-Urgent by default.**
- Toggles the current confidentiality (Confidential/Non-Confidential) **Non-Confidential by default.**
- Toggles the return receipt settings **Not requested by default.**
Future Delivery Schedule

The Voice Mail system allows you to schedule a message that you want to send in the future. You can customize the date and time to send the message up to 15 days in advance.

Figure 10. Delivery Schedule Menu

Greetings Menu

The Greetings Menu allows you to modify greetings you may want to associate with different greetings options. Press option 3 on the Main Menu to access the Greetings Menu. View the table below for a description of greeting types.

<table>
<thead>
<tr>
<th>Greeting Type</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>All Calls greeting</td>
<td>The default greeting. Press Option 1 on the Greetings Menu to access this choice.</td>
</tr>
<tr>
<td>No Answer greeting</td>
<td>The greeting that plays when the called line is not answered. Press Option 2 on the Greetings Menu to access this choice.</td>
</tr>
<tr>
<td>Busy greeting</td>
<td>The greeting that plays when the called line is busy. Press Option 3 on the Greetings Menu to access this choice.</td>
</tr>
</tbody>
</table>
### Greeting Type | Description
--- | ---
Out of Office greeting | This greeting automatically plays (if activated) during non-business days/hours. During normal business hours, other greetings (All Calls, No Answer, or Busy Call greetings) play based on your settings.
Extended Absence greeting | This greeting supersedes all greetings and alerts the caller that you are away for an extended period of time. When the Extended Absence greeting is active, you can choose if you want new messages left in your voice mailbox or if you want to inform the caller you are not accepting messages. Press option 5 on the Greetings Menu to access this choice.
Incoming Call Greetings | When Group Mailboxes are enabled, this greeting serves as the main greeting to the group mailbox. Press Option 7 on the Greetings Menu to access this choice.

This menu also provides the option to record a name for the greeting. Press Option 6 on the Greetings Menu to access this choice. You can erase, re-record greetings, edit the business hours, or select the default system greetings.

---

**Figure 11. Greetings Menu**

- **Main Menu : L1**
- **Greetings Menu**
- **Greetings Menu : L2**
- **All Calls Greetings**
- **No Answer Greetings**
- **Busy Greetings**
- **Additional Options**
- **Out of Office Greetings**
- **Extended Absence Greetings**
- **Recorded Name**
- **Incoming Call Greetings**
- **Confirmation : L3**
- **Subscriber is asked if he wants to record or not**
  - **Yes**
    - (Subscriber taken to Greetings Menu)
  - **No**
    - (Plays the greeting status (active/not active) and presents the Edit greetings menu)
- **Edit Greetings Menu : L3/L5**
- **Subscriber is asked to record the greeting at the tone (L4)**
- **Hear the greetings**
  - (Plays the present greeting recorded)
- **Start/Stop using it**
  - (Make the greeting active/inactive and goes back to greetings menu)
- **Re-record the greeting**
  - (Allows to re-record the greeting)
- **Edit Business Hours**
  - (Option only for Out Of Office Greetings)
- **Erase the greeting**
  - (Erases the greeting and goes back to greetings menu)
- **Edit Name Menu : L3**
- **Hear recorded name**
- **Re-record the name**
  - (Allows to re-record the name and takes subscriber back to Edit Name Menu)
- **Edit Name Menu : L4**
- **Hear system greeting**
  - (Plays busy and no-answer system greetings with recorded name and comes back to this menu)
- **Hear recorded name**
  - (Plays the recorded name and comes back to this menu)

For extended absence subscriber can configure whether to allow callers to deposit messages or not at the time of extended absence. When this greeting is made active subscriber will be given the option to select whether to allow callers to deposit messages. After this only subscriber will be taken back to the greetings menu.
Greetings Enhancements

Greetings Enhancements are a continuation of the Greetings Menu. Press Option 3 on the Main Menu to access this choice. This selection allows you to set up Temporary Greetings, Time Based Greetings, and Caller Based Greetings.

- Press Option 9 to set a Time-Based Greeting
- Press Option 10 to set a Temporary Greeting
- Press Option 11 to set a Caller-Based Greeting

By default, none of these greetings are set up. When you select any of the greeting options, you are presented with the following choices:

- **Option 1** to Manage Greetings (available only when at least one of the above mentioned greeting type is present)
- **Option 2** to create a New Greeting

Use the following steps to create a New Greeting.

1. When you press **Option 2** (to create a New Greeting), the Record Greetings Menu prompts you to either record a greeting or use the standard greetings.
2. Press **Option 1** to record a customized greeting.
3. Press **Option 3** to use the system default (standard) greetings. You can listen to the greetings and select your choice or exit from the menu.
4. After you select the greeting type and complete any additional prompts, other menus are presented to you based on your choice.
5. If you select Time-Based Greeting, the Edit Days and Time Menu plays. You can change the Start Time, End Time, and Days of the Week values.
6. If you select Temporary Greeting, the Edit Date Menu plays. You can change the Start Date, End Date, and Repeat the Schedule values. Press Option # to start the greeting immediately. You can also configure it for a particular time of day.
7. If you select Caller-Based Greeting, the Edit Callers Menu plays. Enter the phone number or distribution list number followed by the # key to add callers who will hear the greeting. Once you enter each phone number, press the # key to either add another number or complete the list. (Note: You can also review and remove callers from the list.)
Use the following steps to manage greetings.

**Note:** This menu is only available when at least one greeting is recorded and active. When you select Option 1 for the Manage Greetings option, the Edit Greetings Menu plays.

- Press Option 1 to hear current greetings.
- Press Option 2 to start or stop using the current greeting.
- Press Option 3 to re-record the greeting.
- Press Option 4 to change the greeting’s recurrence. This option is only available for a Time-Based Greeting.
- Press Option 4 to change the activation and expiration time. This option is only available for a Temporary Greeting.
- Press Option 5 to toggle Message Receipts. This option is only available for a Temporary Greeting.
- Press Option 6 to erase the greeting.
- Press Option 7 to select specific callers who will hear the greeting. This option is only available for a Caller-Based Greeting.
- Press Option # to proceed to the next greeting.
Figure 13. Manage Greetings Menu

Main Menu : L1
Greetings Menu

Greetings Menu : L2
Time Based Greetings
Temporary Greetings
Caller Based Greetings

Manage Greetings Menu : L3
System presents the current number of selected type of greetings

1. Manage Greetings – (Only if one or more greetings for this type is currently present)
2. Create new Greeting

Edit Greetings Menu : L4
System plays the first greeting of the selected type and gives the following options

1. Hear the greetings – (Plays the present greeting recorded)
2. Start/Stop using it – (Make the greeting active/inactive and goes back to greetings menu)
3. Re-record the greeting – (Allows to re-record the greeting)
4. Change recurrence – (Only for time based greeting)
5. Change activation and expiration time – (Only for temporary greeting)
6. Toggle Message Reception – (Only for temporary greeting)
7. Erase the greeting – (Erase the greeting and goes back to greetings menu)
8. To choose callers who will hear this greeting – (Only for caller based greeting)
9. Go to next Greeting

Taken to Edit Date Menu
Taken to Edit Days And Time Menu
Taken to Edit Callers Menu

Cox Business Voice Mail Admin Guide
Mailbox Settings Menu

Distribution List Menu

Distribution lists enable you to create groups of phone numbers that are frequently used for sending messages or faxes. This saves time entering the phone numbers of each individual every time you need to send a message or fax to members of a group.

There are two categories of distribution lists: Basic and Deluxe. The Basic option allows you to create up to 20 unique distribution lists. The Deluxe option allows you to create up to 50 unique lists. A Basic list can support up to 15 phone numbers and a Deluxe list can support up to 50 phone numbers.

Press **Option 4** and **Option 1** on the **Main Menu** to access the Distribution List Menu. This menu provides the option to create, modify and delete Distribution Lists.

**Figure 14. Distribution List Menu**

Once subscriber selects the option to create a distribution list he will be prompted for the following.

1. Enter the number(ID) for the distribution list – Here subscriber should enter a number between 1 and 99. If an incorrect value is entered, the subscriber is asked to enter it again.
2. Record a name for the distribution list – subscriber needs to record the name and press # when done. Now, recorded list name will be played back and he will be given an option to confirm it or re-record it.

Press **Option 2** and **Option 3** on the **Main Menu** to access the Distribution List Menu. This menu provides the option to create, modify and delete Distribution Lists.

**Add members – DL**

Subscriber will be prompted to enter the phone number to be added to the list followed by the # key.

Once entered and if the number is valid he gets confirmation that its added and is prompted to enter another number followed by # key or can just press # key if finished with adding members. Once finished he will be taken to Distribution List Menu.

Note: As now subscriber can add only on-net numbers to the distribution list. If the number entered is an off-net number or an invalid number he will be prompted to enter the number again.

If no DL’s are already present

If one or more DL’s are already present

**Remove members – DL**

Subscriber is taken to Create Distribution List and subsequently to Add Members – DL (refer to “Create Distribution List” and “Add members – DL”)

If no DL’s are created yet

Add a new member (Taken to Add Members-DL)

Remove a member (Taken to Remove Members-DL)

Delete the list (Confirms and deletes the list)

Hear all the members (Plays name/number of all the members sequentially)

Rename the list (Allows to re-record the DL name)

**Hear all DL’s Menu**

All the lists are played sequentially and subscriber is provided the option to work with it.

*Yes* (Subscriber taken to Edit Distribution List Menu)

*No* (System goes ahead with next list and subscriber is provided the option to work with it)
**Message Deletion Settings, Message Inventory and Play Order Menu**

**Message Deletion Settings**

The **Message Deletion** menu provides the option to activate or deactivate the Message Deletion Confirmation. When Message Deletion Confirmation is ON, you must confirm that you want to delete the message you heard. When Message Deletion Confirmation is OFF, you cannot delete the message. It is deleted as soon as you enter the command.

You can access the Message Deletion settings by pressing **Option 4** and **Option 9** on the **Main Menu**.

---

**Figure 15. Login Options and Message Deletion Menu**

Login Options and Message Deletion Menu
**Message Inventory and Play Order Settings**

**Message Inventory** settings allow you to customize the way you hear messages for Multi-Line numbers. You can opt to listen to messages for the Multi-Line number when you log in to that number. By default, all messages play when you log in from any of the Multi-Line numbers. *(Note: Message inventory is available only when the Multi-Line feature is enabled.)*

The **Message Play Order** setting allows you to select how the messages play when you log in to your mailbox. The default value for the messages to be played is **First in First out (FIFO)**. In this scenario, the message that is received first plays first. You can set it to **Last in First out (LIFO)** so that the newest message received plays first.

You can access the **Message Inventory and Play Order Menu** when you press **Option 4** and **Option 11** on the **Mailbox Settings Menu**.

The **Message Inventory and Play Order menu** provides the following options:

- Press **Option 1** to **Set Message Inventory** for the current line. This option enables you to hear messages that have been sent to the number from which the mailbox is accessed.

- Press **Option 2** to **Set Message Inventory** for all lines. This option enables you to hear all of the messages that have been sent to your mailbox.

- Press **Option 4** to change the **Play Order**. This option provides additional choices. They are:
  - Press **Option 2** to Change Message Play Order
  - Press **Option *2** to leave the Message Play Order “as is”
Figure 16. **Message Inventory Menu**

The **Message Inventory Menu** enables you to set up types of notifications, such as **Outdial Preferences**, **Change Outdial Notification Number**, **Pager Notification Number Settings** and **Notification Schedules** that you want for specific devices.

You can access **Notification Settings** when you press **Option 4** on the **Main Menu** followed by **Option 4**. You can configure notification settings for the following types of devices:

- **Notification Settings Menu**
  - Distribution Lists
  - Login Options
  - Message Deletion Setting
  - Message Inventory and Message Play Order
  - Additional Options
  - Notification Settings
  - Message Play Settings
  - Business Days and Hours

**Note:** Message Inventory settings is available only for Multiline mailboxes.
Pager Notification

Pager Notification number settings allows you to add details for the device, such as the pager number, pager PIN and Pager provider number. This enables you to receive pager notification when you receive a voice mail.

You can access **Pager notification number settings** when you press **Option 3** on the **Notification Settings Menu**. When you do, you can select from the following sub menu options:

- Press **Option 1** to set the Pager Number: You can enter the pager number of where you want the notification to be sent.
- Press **Option 2** to set the PIN.
- Press **Option 3** to enter the pager provider number.

**Figure 17. Pager Settings Menu**

![Pager Settings Menu Diagram]

- **Number Entry : L6**
  - Subscriber is asked to enter the new PIN and once entered subscriber needs to enter it again to confirm. Once done he is taken back to Pager Settings Menu.

- **Confirmation : L5**
  - Subscriber is asked whether he wants to keep the same number.
    
    - **Yes** (Subscriber taken to Pager Settings)
    - **No** (Subscriber asked to enter number again)

- **If number already present**
  - Subscriber is asked to enter the number followed by pound key.
    
    - **Yes** (Confirms and goes to Pager Settings)
    - **No** (Subscriber asked to enter number again)

- **If number is not configured**
  - Subscriber is asked to enter the new number.
Pager Notification Schedule

The Notification Schedule allows you to enter the days and time for when you want to receive pager notifications. You can customize the schedules for Urgent or Normal voice mail messages.

You can access the Pager Notification schedule when you press Option 5 on the Notification Settings Menu followed by Option 2 for Pager Notification. When you select the Pager Notification Schedule and choose either Scheduled for Normal or Urgent messages, you can choose the days and time of when you want to receive the notification and complete the Pager Notification Schedule configuration.

Figure 18. Notification Settings Menu
Enable Pager Notification

Once the Notification Schedule is set, you can enable the Pager Notification from the Notification Preferences Menu.

You can access the Pager Notification preferences when you press Option 2 on the Notification Preferences Menu to turn the feature on. By default, it is turned off. When you turn it on, you will receive notification of a voice mail on the pager.

**Note:** A maximum of three (3) pager notifications are sent.

Outdial Notification

Outdial for local and long distance numbers is managed by Cox local markets. Some outdial capabilities may be restricted due to local market policies. Contact your Cox representative for more information on outdial capabilities for your Cox Voice Mail services.

Outdial Notification Number Settings

The Outdial Notification Number Menu gives you the option to add Outdial number details. Press Option 2 on the Notification Settings Menu to access the Outdial Notification Number Menu. Enter the 10-digit outdial number to add an Outdial Notification Number.

To edit an Outdial Notification Number, press Option 2 and you are informed that an outdial number exists: Press Option 2 again to modify the number and enter the new 10-digit number.

Outdial Notification Schedule

You can access the Outdial Notification Schedule when you press Option 5 on the Notification Settings Menu followed by Option 1 for Outdial Notification. When you select the
Outdial Notification Schedule (for Normal or Urgent messages), the following options are presented:

- Press **Option 1** to use the default outdial number
- Press **Option 2** to configure an additional outdial number

Once you configure the outdial number, enter the days and time of when you want to receive the notification.

**Figure 20. Notification Settings (cont.)**
Enable Outdial Notification

You can access Outdial Notification preferences to enable Outdial Notification when you press **Option 3** on the Notification Preferences Menu. When this feature is enabled, you will receive a notification call on the configured Outdial number when you get a voice mail.

Figure 21. **Notifications Settings (cont.)**

Email Notification

With Cox Business Unified Messaging, you can have your Voice Mail messages forwarded to your email address. The Voice Mail message will be converted into a wav file which will be accessible in your email. When it appears in your email, you can listen to it, save it, file it, forward it, or delete it as you would any other email message.

If you do not use our Unified Communications service and opt for our Basic Voice Mail service, you can still be notified when you receive a Voice Mail. This level of notification can be initiated from the Cox Business VoiceManager portal or through the Voice Mail service. The latter interaction will be explained here.

Email notification can be turned ON only after an email address has been added by our customer service team. You can add the email address via Visual Voice Mail User interface or by calling Cox Customer Care. Once the email address is set, you can enable/disable email notification by pressing **Option 5** on the Notification Preferences Menu.

When you enable this feature, an email is sent to the address you provided to inform you of a new Voice Mail. Call your voice mailbox to listen to the message.
**Play/Delete Existing Notification Schedule**

You can access the Play/Delete Existing Notification Schedule when you press **Option 6** on the Notifications Settings Menu. This enables you to listen to the current notification schedule and change it to another schedule.

Press **Option 6** on the Notification Settings menu to hear the following options:

- Press **Option 1** for Outdial
- Press **Option 2** for Pager

After you’ve selected either option, you can define whether or not the message is urgent or routine. One (1) is for Urgent; Two (2) is for Normal.
**Message Play Settings**

This option enables you to customize how the Voice Mail messages play when you log into the system. It also allows you to select the Header Only, Body Only, and Header and Body options for a message playback.

You can also customize how Urgent messages “play” whether upfront or along with the other messages. The default setting places “Urgent” messages at the top of the message waiting queue.

Press **Option 5** to access the **Message Play Settings** menu on the Mailbox Settings Menu. Select **Option 1** for Urgent Message Play settings, **Option 2** for Automatic Message Play settings, and **Option 3** for Voice Message Play settings.

When you press **Option 1**, you can listen to Urgent messages first or in the order in which they were received in the queue. The default setting is **Urgent messages are played first**.

When you press **Option 2**, you can toggle and listen to auto messages or “regular” messages (based on your preference) after you log in to the mailbox. **By default this is disabled**.

When you press **Option 3**, you can change the Voice Message Play settings.

- Press **Option 1** to change the options
- Press **Option 2** to play the header

If you choose **Option 1**, you are informed of the default value and are asked to select between **Option 1 (Header Only)** which contains details about the message, such as sender, time, date, etc.). **Option 2 (Body Only)** contains the main message content, and **Option 3** contains the **Header and Body**.

If you select **Option 2**, the header plays and additional options are presented. The **Header** contains the sender information, date and time, and duration.

- Press **Option 1** to exclude the sender information.
- Press **Option 2** to exclude the date and time.
- Press **Option 3** to exclude the duration information.
**Business Days and Hours Menu**

The Business days and Hours Menu provides the option to align messages with your normal hours of operations. If you decide to activate the “Out of Office” greeting, it plays during non-business hours. During normal business hours, other greetings (All Calls Greetings, No Answer Calls Greetings or Busy Calls Greetings) play based on your preferences.

You can access the **Business Days and Hours Menu** when you press **Option 6** on the Mailbox Settings Menu.

- Select Option 1 for Business Days
- Select Option 2 for Business Hours
- Selection Option *3 for Standard Time
**Figure 25. Business Days and Hours Menu**

**Main Menu**:
- Mailbox Settings
  - Refer Main Menu Details

**Mailbox Settings Menu**:
- Distribution Lists
- Login Options
- Message Deletion Setting
- Additional Options
- Notification Settings
- Message Play Settings
- Business Days and Hours

**Business Days and Hours Menu**:
- Business Days
  - Use Standard Time
    - Sets the standard time which Monday – Friday, 9 a.m to 5 p.m
- Business Hours
  - Start Time
  - Stop Time
  - Confirmation
    - Plays the present start/stop time and provides the option to change it
    - Yes
    - No
      (Subscriber taken to Time Entry)

**Days Selection**:
- Subscriber can select the days pressing 1 through 7 in which 1 stands for Sunday, 2 for Monday and so on.
- Once the days are selected he must enter # to indicate end of selection.
- The selected days are played and is asked to confirm it.
  - Yes
  - No
    (Subscriber asked to enter days again)

**Time Entry**:
- Subscriber is asked to enter the following:
  1. Enter the hour
  2. Enter the minute
  3. Enter 1 for a.m and 2 for p.m
- Once the time is set, it is played back for confirmation
  - Yes
  - No
    (Subscriber taken to Time Entry)
Attendant Call Coverage
The “Attendant Call” coverage or “Operator Revert” menu provides the option to configure a phone number as an Auto Attendant number. When this feature is set, the caller can press Option 0 and transfer to the Auto Attendant if the call goes to the recipient’s voice mail.

Press Option 2 on the Mailbox Settings Menu to access the Attendant Call coverage menu. By default, Auto Attendant call coverage is disabled.

If you enable the Auto Attendant coverage function, you may choose from the following options:

- Press Option 1 to enter the attendant number’s phone number.
- Press Option 2 to disable Auto Attendant coverage in the menu by the same name.

Figure 26. Attendant Call Coverage Menu
Incoming Calls Menu

The menu for Handling Incoming Malls enables you to set up more advanced Voice Mail features, including: Extension and Group Voice Mail, Automatic Message Forwarding, and Screen and Intercept.

A maximum of nine (9) Secondary or Extension mailboxes can be supported from a single primary business voice mailbox. However, Extension mailboxes have limited capacity and capabilities. A Group mailbox is accessible by any member of that group and can be linked with up to 99 phone numbers.

Automatic Message Forwarding allows you to set up one phone number (landline or cell phone) to which you can forward voice mail messages. When a message is transferred to your voice mail, the same message is forwarded to the number that is set up for automatic call forwarding. You can opt for Silent/Announced Forwarding and/or Delayed Forwarding.

The Screen and Intercept feature enables you to listen to a Voice Mail during the transfer process and answer the call while the caller is leaving the message.

Press Option 6 on the Main Menu to access the Handling Incoming Calls menu. You may then choose from the following options:

- Press Option 2 to access Group Mailbox settings
- Press Option 4 to access Inbound Call settings
- Press Option 5 to access Automatic Message forwarding settings
- Press Option 6 to access the Enterprise Automated Attendant Setup
- Press Option 44 to go to the Enterprise Auto-attendant prompts (if you have subscribed to the enterprise auto-attendant service)
- Press Option 7 to setup Screen and intercepts
**Group Mailbox Settings**

The Group Mailbox setting is available only when the Group Mailbox feature has been turned ON by the Cox Administrator. You can use this feature to toggle the Group Mailbox feature ON or OFF.

Use the following step to initiate a Group Mailbox.

1. Call COX Customer Care to request that they enable the Group Mailbox feature.
2. From your voice mailbox, press **Option 6** on the Main Menu followed by **Option 2** to access the Group Mailbox Menu. **Result:** The system announces the active Group Mailbox setting and provides the option to make changes.
3. Log into your secondary Group Mailbox. *(Note: The mailbox has to be initiated in the same way as the primary mailbox).* See *Mailbox Setup* on page 9.

**Figure 27. Group Mailbox Settings Menu**
**Inbound Call Setting**

The **Inbound Call Setting** (for secondary Group number) is available only for a secondary Group number of a subscriber. This option enables you to select the same primary line greetings or to use a different greeting for the secondary line. By default, the greeting is different for a secondary line.

**Figure 28. Inbound Call Setting Menu**

---

**Automatic Message Forwarding Settings**

Automatic Message Forwarding enables you to use Announced, Silent, and Delayed Forwarding for messages that reach your Voice Mail. By default, all of these options are disabled.

If the **Announced Forwarding** feature is enabled, callers are informed that you have enabled Message Forwarding to another number before the message is sent to the forwarded number.

If the **Silent Forwarding** feature is enabled, a caller’s voice mail is automatically forwarded without informing the caller.

If **Delayed Forwarding** is enabled, you can specify the time after which messages will be forwarded from your regular voice mailbox to the forwarded number. The message will be forwarded if the message is not retrieved within the specified time.

Use the following steps to access the Automatic Message Forwarding option.

1. Press **Option 6** on the Main Menu followed by **Option 5** on the Handle Incoming Calls Menu.
2. Press **Option 1** to activate Announced Forwarding. **(Note:** If you select this option, you are prompted to enter the 10-digit “Forward To” number. Now, when a caller reaches your mailbox, they are informed that their message will be forwarded to a different number.)
3. Press **Option 2** to activate Silent Forwarding. **(Note:** If you select this option, you will be prompted to enter the 10-digit “Forward To” number. When a caller reaches your mailbox, their message will be immediately forwarded to the different number without their knowledge.)

4. Press **Option 3** to activate Delayed Forwarding. **(Note:** If you select this option, you are prompted to enter the 10-digit “Forward To” number. You will then be prompted to accept the default delay (1 hour) or change the delay interval.)

5. Press **Option 4** to change the Forward To destination.

6. Press **Option 5** to change the Delay interval.

7. Press **Option 9** to disable the Automatic Forwarding function.

**Figure 29. Automatic Message Forwarding Menu**
**Basic Automated Attendant**

Basic Auto Attendant provides you with multiple menus to route inbound calls any time.

VoiceManager customers can configure one or more Auto Attendants for their inbound calls. These Auto Attendants can be set up through MyAccount, or by contacting a Cox representative.

In addition, customers can record and upload custom audio greetings to personalize the Auto Attendant feature.

**Table 3. Considerations for Basic Auto Attendant versus Enterprise Auto Attendant:**

<table>
<thead>
<tr>
<th>Auto Attendant Feature</th>
<th>Basic Auto Attendant</th>
<th>Enterprise Auto Attendant</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dial by Name or Extension</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Menu Tree ≤9 Items</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>Menu Tree &gt;9 Items</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>Upload Custom Greeting In MyAccount</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>Non-VoiceManager or non-IP Centrex Customers</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>Route Calls to Individual Phone Numbers</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>Route Calls to Recordings</td>
<td></td>
<td>Yes</td>
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Enterprise Automated Attendant

Enterprise Automated Attendant (EAA) allows you to create multiple designs and associate media to a basic mailbox. Each design contains multiple levels of menus, the ability to play customized prompts, and activate functionality, such as time and date, standard, and personalized media playback. The EAA feature is implemented as a Service Call flow.

Figure 30. Enterprise Auto Attendant Example

Use the following steps to access the EAA Set Up.

1. Press **Option 4** on the Main Menu followed by **Option 6**. From here, you can press **Option 1** to enable or disable the EAA service.

   **Note:** If a call flow is not uploaded and you attempt to enable the EAA service, you will be prompted to upload and activate the call flows.

2. Press **Option 4** on the Main Menu followed by **Option 44** to access the Work with EAA Prompts Menu. **(Note: This option is only presented if the EAA call flow is uploaded and activated.)**

   **Result:** You can choose to Record a New EAA prompt and Review/Delete EAA Prompts.
Figure 31. Enterprise Automated Attendant Menu

Handling Incoming Call Menu

0. Handle Incoming Call
   Refer Main Menu Details

1. Work with EAA Setup
   If the call flow is not uploaded, the system prompts the subscriber to upload and activate the EAA call flow
   If the call flow is uploaded, the following option is provided
     1. Toggle Enable/Disable EAA service

2. Work with EAA prompts
   (Note: This option is available only if the EAA call flow is uploaded and activated by the subscriber)
   EAA Prompt Menu
   (System plays the total number of prompts and provides the subscriber with following options)
   1. To Record a new EAA prompt
   2. To review the EAA prompt
   (System prompts the subscriber to record a new EAA prompt and asks to confirm the same.)
     1. YES
        (the recorded EAA prompt is stored and taken to the EAA Prompt Menu)
     2. NO
        Subscriber is taken to EAA prompt menu
   (System plays EAA prompts to the subscriber one by one and asks the subscriber to confirm the deletion of the prompts)
     1. YES
        (the recorded EAA prompt is deleted and is taken to the EAA Prompt Menu)
     2. NO
        Subscriber is taken to EAA prompt menu

Incoming Calls Menu
Set Up Screen and Intercept

Screen and Intercept is a feature that enables you to listen to a Voice Mail while it is being recorded and connect to the caller if necessary. By default, this option is disabled.

Press Option 7 on the Handle Incoming Calls Menu to access the Screen and Intercept feature.

- Press Option 1 to enable or disable the feature
- Press Option 2 to change the number for Screen and Intercept feature. (Note: This option is available only when the feature is enabled.)

When you initially enable the Screen and Intercept feature, you are prompted to enter the 10-digit phone number to which the voice mail box will be forwarded to while the message is being recorded. The caller will not be informed about this feature.

Figure 32. Setup Screen and Intercept
Outgoing Messages Menu

The Outgoing Messages Menu allows you to schedule reminders for when you want to send voice mail, work with existing voice mail reminders that you have scheduled, and review voice mail messages that are scheduled for future delivery.

Press **Option 7** on the Main Menu to access the Outgoing Messages Menu.

You now have the option to:

- Press **Option 1** for the Reminders Menu. Press **Option 1** to Schedule a Reminder or **Option 2** to review existing reminders.

- If you press **Option 1** to Schedule a Reminder, you can create a one-time reminder by pressing **Option 1** (again) or you can create daily reminders by pressing **Option 2**. You are then prompted to select the day(s) and time of day that the message will play and record the reminder message.

- Press **Option 2** to review messages scheduled for future delivery.

- If you access the **Review Existing Reminders Menu**, you can review, re-record, re-schedule, or delete the existing reminders.

- If you access the **Review Messages Scheduled for Future Delivery Menu**, you can listen to, re-record, re-schedule or cancel the message scheduled for future delivery.

**Figure 33. Outgoing Messages Menu**
Appendix A

*Voice Mail Access Numbers*

To access your voice mail service, call the Cox Voice Mailbox Access number for your area listed below.

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<thead>
<tr>
<th>Arkansas</th>
<th>Louisiana (Continued)</th>
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<td>Fayetteville</td>
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<td>Ft. Smith</td>
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